

## OPERATIONS SUPPORT SERVICE SPECIALIST SERIES

Code No.	Class Title	Occ. Area	Work Area	Prob. Period	Effective Date
3320(3292)	Operations Support Service Specialist I	02	737	6 mo.	03/13/02
3321(3292)	Operations Support Service Specialist II	02	737	6 mo.	03/13/02
3322(3292)	Operations Support Service Specialist III	02	737	6 mo.	03/13/02
3323(3292)	Operations Support Service Specialist IV	02	737	6 mo.	03/13/02

### *Promotional Line: 230*

#### Series Narrative

Within an Information Technology (IT) environment, Operations Support Specialist primarily performs two functions. First, they serve as a point of contact by being a link between the user desiring service and the various segments of the computer center. Secondly, they coordinate and schedule the internal activities of the computer center to ensure that user requests are completed accurately and on time.

1. Operations Support Service Specialists respond to requests from customers by providing services that do not require elaborate analysis or programming and by coordinating with users on the input of data for previously programmed automated applications.
  - a. In the first case, Operations Support Service Specialists may use utility or retrieval programs to retrieve data from existing files and arrange the data as required to fulfill the user request. Usually, these jobs are non-recurring and the creation of new data files is not required.
  - b. For the more elaborate or previously programmed automated systems, Operations Support Service Specialists serve as the point of contact for the user with the computer center staff for establishing and changing job controls, monitoring job flow, reporting on discrepancies, and providing status reports.
  - c. Operations Support Service Specialists may also provide services such as maintaining program and media libraries

For every automated system, Operations Support Service Specialists maintain control language files or script files, and may develop control language or script files as required. The control language and script files contain the equipment instructions necessary to produce the desired output. Control language and script files are specialized programs that cause the computer to sequence stored programs and data files as necessary to provide the desired output.

2. Operations Support Service Specialists establish priorities, and schedule and/or assign work for the operating personnel of the office or center. Recurring jobs are generally assigned according to a previously established schedule. One-time requests or other unscheduled jobs are assigned with priorities as required. Operations Support Service Specialists are responsible for retention of the data files and updating files as required to ensure accuracy before scheduled processing is started. Operations Support Service Specialists are also responsible for ensuring that all run controls have been received from outside departments and are updated before scheduling the internal activities involved in the processing.

In performing these functions, Operations Support Service Specialists serve as a point of control to users:

--receives, analyzes, and schedules user requests including program moves and compiles

--advises users of the capabilities and limitations of the office in providing IT services

--issues detailed workflow instructions to internal operation sections or personnel

--analyzes and resolves run errors, determines causes of computer rejects, and determines recovery procedures

--maintains logs of processing problems

--prepares and maintains required documentation (such as job documentation, policies and procedures)

--utilizes equipment for such functions as code checking, inquiry, display, and process related scheduling across multiple platforms

--writes or maintains control language files

--provides required media related services (such as maintaining audit trails of media usage, providing media resources, and backing up and restoring user file)

## DESCRIPTIONS OF LEVELS OF WORK

### **Level I: Operations Support Service Specialist I** **3320(3292)**

Employees in this class are entry level Specialists who have a general IT background but are unable to perform the full range of Specialist duties independently. Senior Specialists or other technically competent supervisors closely supervise their work.

An Operations Support Service Specialist I typically –

1. maintains and may develop control files
2. checks input/output for accuracy
3. assists in the preparation of job related documentation, procedures, and workflow instructions
4. assists in maintaining and updating statistics for accounting, billing or analysis
5. assists in operating computing devices to the extent necessary for problem diagnosis, application maintenance, or basic operations
6. assists in the maintenance of program or media librarian functions
7. performs production data downloads
8. performs other related duties as assigned

**Level II: Operations Support Service Specialist II****3321(3292)**

Employees in this class perform customary day-to-day duties within the IT environment under general supervision from a designated supervisor.

An Operations Support Service Specialist II typically –

1. advises potential users of the capabilities and limitations of existing data processing systems
2. assists with establishing or modifying calendars to provide efficient sequencing of requested processing according to customer and system specifications
3. creates and maintains control files and may serve as the applications scheduler
4. monitors processing and resources to ensure proper execution of programs or other procedures and oversees problem resolution
5. verifies input/output for accuracy and distributes output as required
6. assists in preparing and issuing workflow instructions for other IT staff
7. maintains and assists in the preparation of job related documentation and procedures
8. maintains and updates statistics for accounting, billing or analysis
9. operates computing devices for problem diagnosis, application maintenance, or basic operations
10. provides direction and training for employees as assigned
11. is responsible for maintenance of program or media libraries
12. performs other related duties as assigned

**Level III: Operations Support Service Specialist III****3322(3292)**

Employees at this level perform the duties of the Specialist II and also deal with complex problems in the area, under general supervision. They handle a wide range of specialized computer system problems pertaining to applications (such as those involving major operating, network, or specialized systems).

An Operations Support Service Specialist III typically –

1. serves as assistant to the supervisor or may be designated as shift supervisor
2. plans, coordinates, and implements system efforts that involve out-of-the-ordinary activities, several operational units, and system interactions
3. identifies and recommends system and procedural changes to increase productivity or reduce cost
4. in a supervisory role, may serve as a point of control for and maintains records on the timeliness, accuracy and quality of work performed by assigned employees

5. supervises and/or assists in the creation, implementation, and maintenance of operating procedures for areas within the IT environment
6. creates and maintains control language files as needed
7. may be responsible for applications scheduling
8. supervises the operation of and/or operates computing devices for problem diagnosis, application maintenance, or basic operations
9. provides direction and training for employees as assigned
10. performs other related duties as assigned

**Level IV: Operations Support Service Specialist IV** **3323(3292)**

Employees at this level supervise a designated section of the IT environment. They participate in the more difficult or complex control activities and decisions, under administrative direction.

An Operations Support Service Specialist IV typically –

1. is responsible for the selection, training and evaluation of Operation Support Service Specialists
2. coordinates intersectional matters within the IT environment
3. evaluates the technical capabilities of software packages and is responsible for the study of equipment characteristics as required
4. establishes operational policies and procedures for the section
5. supervises the development and maintenance of control language libraries, program and media libraries, documentation, and statistics
6. provides support to managers of the facility, such as evaluating operations, preparing reports, and advising on technical matters (emergencies, new or revised practices or procedures, purchase or repair of equipment, expansion or modification of the facility)
7. provides technical support concerning problems or the introduction of new or revised operations or procedures
8. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO**Level I: Operations Support Service Specialist I****3320(3292)**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Six months of work experience in an IT environment in one of the following areas: computer programming, computer operations, computer technician, or production control. Satisfactory completion of full-time vocational training in an area may be substituted for experience on a month-for-month basis.

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Ability to reason logically
2. Ability to effectively communicate, verbally and in writing
3. Elementary knowledge of computer functions, operations, and relationships within an IT environment

**Level II: Operations Support Service Specialist II****3321(3292)**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. 18 months of work experience in an IT environment in **at least two** of the following areas: computer programming, computer operations, computer technician, or production control, **with no less than six months experience in any one of the areas**. Satisfactory completion of full-time vocational training in an area may be substituted for experience on a month-for-month basis.

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Ability to reason logically
2. Ability to identify problems and assist with their diagnosis and resolution
3. Ability to operate computing devices needed for basic operations
4. Working knowledge of computer functions, operations, and relationships within an IT environment
5. Ability to effectively communicate, verbally and in writing

**Level III: Operations Support Service Specialist III****3322(3292)**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. 36 months of work experience in an IT environment in **at least two** of the following areas: computer programming, computer operations, computer technician, or production control, **with no less than six months experience in any one of the areas**. Satisfactory completion of full-time vocational training in an area may be substituted for experience on a month-for-month basis.
3. Six months of supervisory experience in an IT environment (this requirement may be fulfilled within the work experience required for #2).

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Ability to identify and diagnose problems and determine resolution
2. Ability to assign and coordinate the work of others
3. Ability to effectively communicate, verbally and in writing
4. Ability to function effectively in stressful situations

**Level IV: Operations Support Service Specialist IV****3323(3292)**

## CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. Four years of work experience in an IT environment performing duties comparable to Level III of this series, in **at least two** of the following areas: computer programming, computer operations, computer technician, or production control **with no less than six months experience in any one of the areas**. Satisfactory completion of full-time vocational training in an area may be substituted for experience on a month-for-month basis.
2. One year of supervisory experience in an IT environment, **in addition to the requirement in #1**.

## PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Ability to effectively plan, direct, coordinate and evaluate the work of assigned employees
2. Ability to technically evaluate hardware and software

3. Ability to effectively communicate, verbally and in writing
4. Ability to function effectively in stressful situations

Operations Support Service Specialist I .....	New
Operations Support Service Specialist II .....	New
Operations Support Service Specialist III .....	New
Operations Support Service Specialist IV .....	New